

Support Packages

We offer support packages to a diverse range of clients from established household names to SMEs. We pride ourselves on being able to support systems we have not developed ourselves and have a robust and streamlined support take-on process.

The high levels of flexibility which we offer, also allows you to change packages as your business needs evolve. We're so flexible that you can move across packages as your business needs change.

"Our previous reporting was becoming a risk to the organisation with skills to support it being limited."

Sandra Harmon,
Project Manager & Data
Protection Officer,
HSF.



Why Ingentive?



At Ingentive, our approach will always be focused on the proactive rather than reactive, helping you future-proof your tech by setting out a roadmap to ensure you're always ahead of the game.

What sets us apart? Our packages are definitely not a 'one size fits all' and are tailor-made based on your specific needs.

HSF

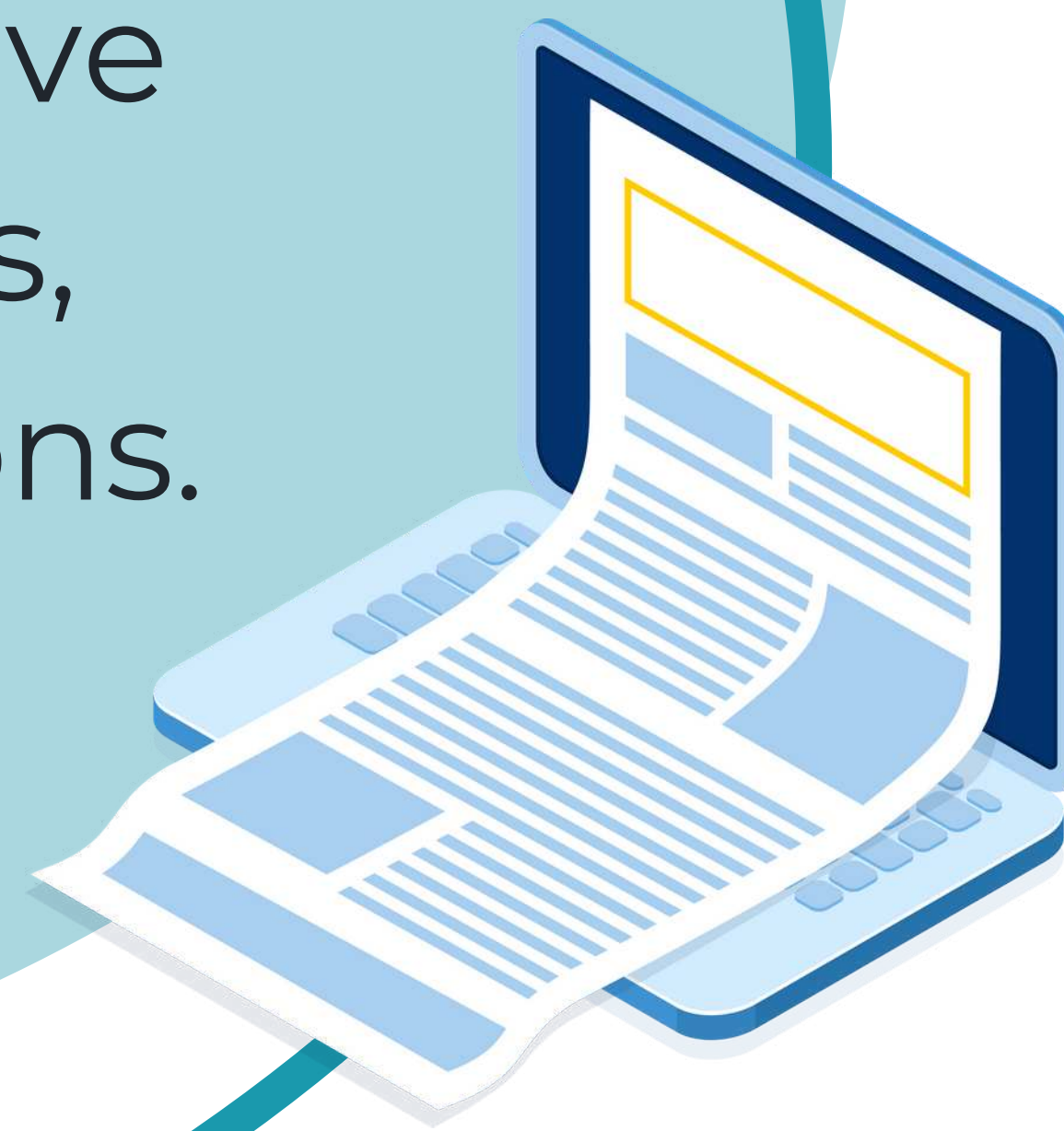
The existing reporting system that HSF Health Plan had in place was not evolving with their needs and posed a risk due to limited in-house skills to support it.

HSF have two internal desktop applications and a customer facing web application which we support. We are now helping them expand their internal software into a new market (Malta).



Want our support?

Empower your journey with our unwavering commitment to excellence. Our dedicated software support team stands ready to guide you through every step, ensuring a seamless experience. Have questions? Let us be the bridge to your success, providing answers that elevate your expectations.



Ingentive are globally recognised with six Microsoft awards

Over the last four years Ingentive has been recognised by Microsoft with six global awards including winning the inaugural award for Diversity and Inclusion partner of the year.

Winner

Microsoft Partner

2020 Partner of the Year

Diversity and Inclusion Changelog Award



CONTACT US



Partnering with Ingentive means tapping into our knowledge to empower your organisation. Let our expertise elevate your business securely and safely.

[Contact us today](#) to start your journey.

Common Challenges



Software left unsupported presents a host of challenges, including vulnerability to security threats, lack of access to critical updates, and potential operational disruptions. Without dedicated support, users face the risk of compatibility issues, reduced performance, and an overall diminished user experience. Our commitment to comprehensive software support ensures that you stay ahead of these challenges, providing a secure, up-to-date, and optimised environment for your operations



Modern Work



Digital & App Innovation
Azure



Data & AI
Azure

Specialist
Adoption and Change
Management



We support both the UK and Global sides of RSA's risk management business. Working on systems created from the assigning and completing of the risk surveys through to the client viewing the data via the Customer Portal. **We're a key player in supporting several major areas of RSA's business.**



We onboarded this client for 2023. We support the critical system that handles the sponsorship management for Plan UK. **We are currently creating a solution to assist with the centralised ingestion of marketing lead data from their social accounts using a lightweight .NET API.**



National Trust has been a client for over 10 years. **We support two key systems, which we have previously written for them** and are currently working on a third system that we are updating and will be supporting moving forward.